INSTRUCTIONS FOR NEW BLACKBOARD COLLABORATE PARTICIPANTS

As an online student, you will be participating in real-time webinars using Blackboard Collaborate. Your course will likely include a link on the Blackboard menu through which you will access these sessions; or there may be a Tools link on the menu, which includes a link to Collaborate as well as other course tools.

You will need a high-speed connection such as Cable or DSL and a headset or microphone and speakers to participate effectively in these sessions. You may also use a webcam for if your faculty member chooses to use this option.

It is essential that you prepare yourself for the session by configuring your system in advance. It can be very disruptive when students come to a session with technical problems, such as their audio not working. If your microphone is not working, you can communicate using the text chat feature. If you are unable to hear, you will not be able to participate in the session and may need to listen to a recording at a later time. Please do not interrupt a session in progress because of your individual technical problems.

You can avoid technical problems by preparing your system in advance. To do so, visit the Blackboard First Time Users page. Be sure to follow all of the Steps, especially Steps 1-3 which will ensure that you have the needed hardware and software, give you a chance to access a test session and check your audio by visiting in the Blackboard Configuration Room, and provide you with an orientation to the interactive features you will use to participate in the session.

If you experience problems and are unable to resolve them through Blackboard’s online support, call the GW Help Desk at (202) 994-GWIT (4948).

NOTE TO MAC USERS: When launching a session, you will need to locate the .java (.jnlp) file that downloads when you launch the session, and open it to join the session. If it is not in your downloads folder, look for it in the drop-down list of downloads at the top right corner of the Safari browser (see screen capture below).